

**April 4, 2020 Kit Foley, Vice President of Student Life, Misericordia University**

**Frequently Asked Questions from Students and Parents**

**Q: Will we be getting reimbursed for Room and Board? (Updated May 20, 2020)**

A: Although the date the students left campus was beyond the last date for students to be eligible for a refund of room and board, the University has refunded a portion of their room and board (meal plan). In addition, the University provided a CARES Act grant to all Title IV eligible resident students to provide money for use towards housing, meals and other transitional education expenses. The total amount students received approximated 40% of the value of room and board costs paid for the spring semester.

**Q: What is happening with graduation?**

A: The university has postponed the May 2020 Commencement and will invite all May 2020 and August 2020 graduates to participate in the December 20, 2020 Commencement. We understand that seniors are disappointed so a group is meeting to discuss and develop creative ways to connect and recognize the seniors. The December ceremony is nearly identical to our May event. We are placing a high priority on the health and safety of our students with all the decisions we are making. Instructions for December Commencement will be developed and released at a later date.

**Q: Will my graduation fee be refunded?**

A: The graduation fee is a long-standing, required university fee that is charged to all graduates, whether they choose to participate in commencement or not. It is applied, in part, to cover the cost of the ceremony but also the cost to print and mail diplomas and other administrative expenses unique to a graduating student. We appreciate your understanding.

**Q: Will I get a refund for my cap and gown?**

A: Anyone who ordered a cap and gown for pick up in the Campus Store will automatically receive a full refund from the company. You will be offered the opportunity to reorder a cap and gown and have it shipped directly to your home. You can wear it in the December ceremony, for any personal recognition at home, or for any special events on campus prior to December. Watch for a separate email from the company with all the details and options for you regarding ordering a direct-to-home shipment. If you decide to participate in the December ceremony but fail to order by May 30, 2020, you will be able to order again once the site is open for December graduation and pick up your order in the Campus Store.

**Q: When am I able to come and get my stuff from my room?**

A: We are actively in the planning stages and will follow social distancing guidelines. We do not know when the stay-at-home restriction will be lifted, but, as soon as we receive the ok from federal, state and local authorities we will notify you with specific instructions. All residence hall rooms remain locked and all access to the buildings has been removed.

**Q: Are tutoring, academic coaching and the services of the Writing Center still available?**

A: Yes, these services are still available. There are also virtual drop-in hours starting Sunday April 5, 2020. Details are on myMU and the Student Success Center social media accounts.

**Q: I miss campus, what can I do?**

A: Follow #MUfromhome, #Cougarsinthecave as well as other social media platforms from the University. Participate in all of the virtual activities that are found on Cougars in the Cave!

**Q: When will I register for classes in the fall?**

A: Everyone will be receiving information from the Registrar's Office about scheduling classes for the fall. Registration will occur after Easter. Your advisor will reach out to you to schedule a time for you to talk through your Fall 2020 courses. Please make sure you work closely with your advisor in this process.

**Q: Can I still take summer classes?**

A: Yes, all summer classes will be online, and you can also register for them when you register for fall classes. Please work with your academic advisor in scheduling these classes.

**Q: Is it too late to drop a class?**

A: No. The course withdrawal deadline for all Spring 2020 full semester and second 7-week courses has been further extended to April 21 at 4:30pm. This is the final extension; all requests not submitted by the deadline will not be considered. Students who need to withdraw from a course should use the online form on the Students tab in myMU to initiate the request.